



PROVIDER INFORMATION NOTICE

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Managed Care Services
1000 S. Fremont Ave.
Bldg. A-9 East 2nd Floor, #4
Alhambra, CA 91803-8859

Tel: (626) 299-5300
Fax: (626) 458-6761

Tangerine Brigham
Deputy Director, Managed Care

Peter Balingit, MD
Interim Chief, Managed Care

Amy Luftig-Viste
Program Director, My Health LA

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To ensure access to high-quality, patient-centered, cost-effective health care to Los Angeles County residents through direct services at DHS facilities and through collaboration with community and university partners.



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PIN: 14 – 08 (REVISED)
TITLE: MY HEALTH LA FEE-FOR-SERVICES (FFS) SYSTEM
DATE: October 9, 2014

Provider Instructions

This PIN is intended to provide you with new information about the billing period of a My Health LA (MHLA) participant between the months of October 2014 and March 2015 or when the Monthly Grant Funding (MGF) period begins, whichever is sooner.

Effective October 1, the Department will give MHLA applicants until the end of the month in which the application was initiated to complete their application for the purposes of submitting a claim. If a MHLA application is initiated and completed (including submission of the required supporting documentation of MHLA eligibility into One-e-App) in the same month, any visit that occurred in that month can be billed to the MHLA program after the month of enrollment. In other words, MHLA applicants must be enrolled in One-e-App by the last day of the month in which services are rendered in order to submit a claim.

(Note to One-e-App Enrollers: An enroller assisting an applicant without all of their necessary documentation must choose “not received” in the relevant section of One-e-App (OEA) to indicate that not all of the documents have been received by the enroller. This action will “pend” the application. The application may only be submitted once the applicant returns with the missing document(s) and the enroller updates the application by choosing “received” and uploading the remaining documents in OEA.)

By way of example, if a patient receives services on October 15, 2014, but does not complete their OEA enrollment application on that day (i.e., due to missing documentation), the patient/clinic has until October 31, 2014 to complete the application in OEA in order for the October 15, 2014 visit to be payable. If the patient does not return with the required information and if the enrollment application is not submitted into the OEA system by the last day of the month (i.e., by October 31, 2014), then the October 15, 2014 visit is not payable. Using this example, if the applicant/clinic returns on November 6, 2014 and completes their MHLA application and is enrolled on that day as a MHLA participant, then any visit during the month of November 2014 can be billed and paid. However, the October 2014 visit would not be billable or payable.

Clinics may only submit claims on behalf of enrolled patients.

If you have any questions or need further information, please contact your Program Advocate.

Tangerine M. Brigham
Deputy Director, Managed Care Services
Los Angeles County Department of Health Services